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A WORD FROM THE DIRECTOR GENERAL

Dear Readers,

As you probably noticed in our last edition, InfoCitq now includes new columns. Inspired by the comments that many of you sent us, they mainly aim to better meet your needs. It is our hope that they will help you provide your customers with a quality accommodation offering.

For instance, the front page *Did you know?* column will highlight a message dictated by current needs, for example a reminder of classification and related procedures, or, as is the case with this edition, on the conditions for inclusion in the next edition of the *Accommodation in Québec* directory.

The *Useful Tips and Ideas* column on the back page will pursue a double objective: to highlight the most interesting initiatives of establishment operators, and to help improve the accommodation we offer. We hope you'll want to take advantage of these good ideas and useful tips that classification agents pick up while criss-crossing the province and on their industrial visits.

Just like our classification agents, the CITQ's case managers respond every day to numerous information requests from operators. The column *Answers to Your Questions*, on the back page, reproduces some of the most frequently asked questions.

Needless to say, we intend to keep improving our bulletin constantly so that it better answers to your needs. So please keep sending your comments and suggestions.

I hope you'll enjoy reading this new edition of your bulletin.

Michel Rheault

DID YOU KNOW?

To be included in the Accommodation in Québec 2005 directory, it is essential that you comply with the following provisions before November 30, 2004:

If your establishment has opened or changed hands in the last twelve months, the CITQ must receive your duly completed and signed “Application for Initial Classification” form before November 30, 2004. The form must be returned along with the payment of the annual classification fees.

If your establishment underwent a classification renewal in the last twelve months, the CITQ must receive your duly completed and signed “Request for Classification Renewal” form before November 30, 2004. The form must be returned along with payment of the annual classification fees.

For all other establishments, the CITQ must have received payment of your annual classification fees before November 30, 2004.

PLEASE NOTE: Also make sure that we have on file all information concerning your establishment (number of units, rates, opening dates, activities, services). If you do not wish to have your establishment listed in the *Accommodation in Québec* directory, it is important to advise Tourisme Québec in writing.

IN THIS EDITION...

How to get or renew your classification certificate (pages 2 and 3)

Answers to your questions concerning: invoicing, bathroom classification (page 4)

A brilliant idea that saves both money and energy (page 4).

Important notice on interim classification visits

Operators who wish the CITQ to make an interim classification visit* of their establishments must file a request with their CITQ case manager (see contact information on page 4). A \$150 deposit is required for such a visit.

*An interim visit is a visit other than the one mandated by law every two years. An interim visit may be done following major improvements that could change the classification level of an establishment, or it can be made at the specific request of the operator.

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HOW TO GET A CLASSIFICATION CERTIFICATE

The Act Respecting Tourist Accommodation Establishments requires all operators of such establishments to have a classification certificate which serves as an operating permit.

The CITQ classifies seven categories of establishments covered by the Act: hotel establishments, bed & breakfast establishments, tourist homes, resorts, hospitality villages, youth hostels, and educational institutions.

1st STAGE: OPENING A CASE FILE

YOU must check with your municipality to make sure that operating the type of establishment you intend to open is permitted by zoning regulations. You must also make sure that you have a two million dollars in public liability insurance.

YOU must then contact Tourisme Québec at 1-800-463-5009, specify that you want to open a tourist accommodation establishment, and provide all necessary information for the opening of your case file.

TOURISME QUÉBEC will then send you three forms: “*Inscription et modification au fichier des établissements d’hébergement touristique*” (to register your establishment or modify your registration), “*Déclaration des prix*” (which provides information on your rates) and “*Renseignements touristiques*” (to provide tourist information on your establishment).

YOU must complete, sign, and return these forms to Tourisme Québec.

TOURISME QUÉBEC will then send you a temporary operating permit. It will also ask the CITQ to proceed to classify your establishment.

2nd STAGE: CLASSIFYING YOUR ESTABLISHMENT

The CITQ will send you the form : “Application for Initial Classification”.

YOU must complete, sign, and return this form to the CITQ.

The CITQ will visit and classify your establishment.

The CITQ will then send you a “*Fiche résultat*” (Classification Results Summary), giving you the final result of the classification visit if, of course, your file is duly completed (annual classification fees paid in full, and all necessary forms duly completed, signed, and returned).

3rd STAGE: ISSUING YOUR CLASSIFICATION CERTIFICATE

TOURISME QUÉBEC will send you the form “Attestation Request”

YOU must complete, sign and return this form to Tourisme Québec.

TOURISME QUÉBEC will then send you the official classification sign for your establishment.

HOW TO RENEW YOUR CLASSIFICATION CERTIFICATE

Classification certificates remain valid for a period of two years (four years for educational institutions). The CITQ must visit and classify your establishment before the expiration of your certificate.

1st STAGE: HAVING YOUR ESTABLISHMENT RECLASSIFIED

The CITQ will send you the form “Request for Classification Renewal” in the year that precedes the expiration of your current certificate.
(reproduction de l’entête de ce formulaire)

YOU must return that form, duly completed and signed, to the CITQ.

The CITQ will then proceed to visit and classify your establishment.

The CITQ will then send you a “*Fiche résultat*” (Classification Results Summary), giving you the final result of the classification visit if, of course, your file is duly completed (annual classification fees paid in full, and all necessary forms duly completed, signed, and returned).

2nd STAGE: ISSUING A CLASSIFICATION CERTIFICATE FOR YOUR ESTABLISHMENT

TOURISME QUÉBEC will send you the form “Attestation Request”.

YOU must complete, sign, and return that form to Tourisme Québec.

TOURISME QUÉBEC will then send you a new classification sign if your classification level (number of stars or suns) has changed, or, it will send written confirmation that your classification level has been maintained.

The classification sign must be permanently posted in a conspicuous place outside your establishment, as required by law (Act Respecting Tourist Accommodation Establishments).

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ANSWERS TO YOUR QUESTIONS

Is it normal to receive an invoice for classification fees each year, even though classification visits only occur every two years?

YES. All operators of tourist accommodation establishments must pay annual fees related to classification. Those fees replace the old permit fees that used to be paid to Tourisme Québec. This is why these fees are billed every year.

The classification visit that occurs every two years is required by the Act Respecting Tourist Accommodation Establishments, which makes it mandatory for all operators to have a classification certificate. This certificate remains valid for two years (four years for educational institutions), and is delivered following the visit of a classification agent.

Can the number of bathrooms have an impact on classification results?

YES. For all categories of establishments the CITQ classifies, the classification results for bathrooms depends on the bathrooms/bedrooms ratio. For bed & breakfasts, for instance, the total number of points allocated to bathrooms takes into account the number of bedrooms a bathroom must serve.

USEFUL TIPS AND IDEAS

A brilliant idea that saves both money and energy

Saving energy can also mean saving money, and sometimes, it can be quite simple. The owner of the **HÔTEL DES COMMANDANTS** in Gaspé recently explained to us that replacing 60-watt bulbs by 3-watt fluorescent bulbs allowed him to retain the same light level while saving several hundred dollars each month. And that's in addition of the beneficial impact on the environment!

The CITQ is always happy to learn about such initiatives and invites you to keep well informed on energy saving measures that could also help streamline operating costs.

THE CITQ IS MOVING

Since the commercial building where CITQ offices are located will soon be turned into a residential building, the CITQ has up to May 1, 2005 to find a new location and move. We will inform you of our new address as soon as possible. Until then, rest assured that we will do everything possible so that this move does not in any way compromise the services we provide to operators.

DO YOU KNOW WHO IS IN CHARGE OF YOUR CASE FILE?

For all questions concerning your classification, please dial (514) 499-0550 or 1-866-499-0550, followed by the extension number of the case manager responsible for your region.

Isabelle Jetté, ext. 231

01 - Îles-de-la-Madeleine
02 - Gaspésie
03 - Bas-Saint-Laurent
15 - Saguenay-Lac-Saint-Jean
16 - Manicouagan
17 - Duplessis

Marc Bouchard, ext. 226

08 - Eastern Townships
13 - Outaouais
14 - Abitibi-Témiscamingue
18 - Nord-du-Québec

Nancy Gilbert, ext. 232

04 - Québec City and Area
05 - Charlevoix
06 - Chaudière-Appalaches
07 - Mauricie
20 - Centre-du-Québec

Karine Garon, ext. 223

09 - Montérégie
10 - Lanaudière
11 - Laurentides
12 - Montreal
19 - Laval